

assurance of compliance, we will identify replacements within their respective industries and prepare contingency plans for changing vendors.

The year 2000 offers many unknown obstacles and Cooperative Personnel Services is prepared to meet the challenge. We expect no interruptions and will maintain our high standards well into the millennium.

Please visit our web site at <http://www.cps.ca.gov/year2000>, or write us, for the full text of our Y2K plan. If you have questions please contact Jim Rengstorff, Chief Information Officer, Y2K Project Coordinator at 916.263.3600 or Year2000@CPS.CA.GOV



COOPERATIVE PERSONNEL SERVICES

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www.



Website Update

The CPS website has been improved to facilitate easy access by our clients. Please visit our site at www.cps.ca.gov and provide feedback on the changes.



Western Region IPMA
Los Angeles, CA
Patricia George, H. R. Analyst
San Bernardino County
San Bernardino, California

Southern Region IPMA
Louisville, KY
Doris Parker, Personnel Director
Office of the Secretary of State
State of Georgia

National Sheriffs' Association
Annual Conference
Columbus, Ohio
Jacqueline I. Jamieson, Commander
Multnomah County Sheriffs Office
Portland, Oregon



EXPRESS

July 1999

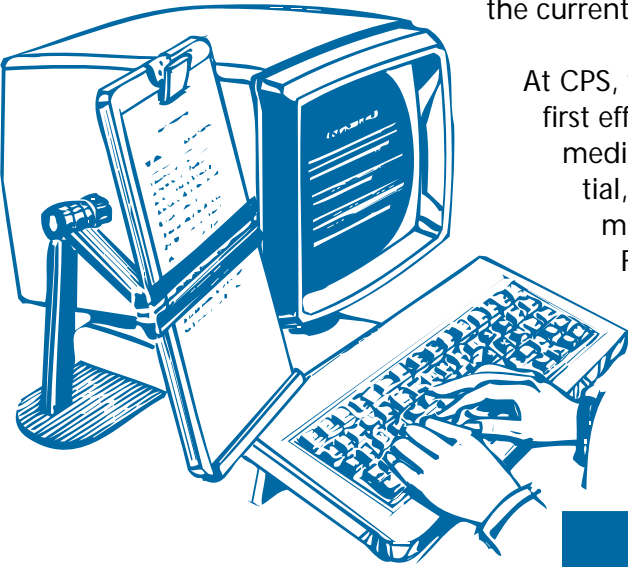
Newsletter of Cooperative Personnel Services

Issue #29

CPS Releases New Internet Test

CPS recently released an Internet-based test for the Florida Laws and Rules Board of Accountancy after months of development. The test, which provides immediate results to both the candidate and the agency, is used for renewal of the required certification for CPAs. The goal for the first administration is to test 12,000 candidates using both a written form and the Internet test. The Board of Accountancy anticipates testing approximately 10,000 candidates per year during the April to July renewal cycle.

The Internet test has been well received by candidates. It is estimated that nearly 25 percent of the candidates will initially choose this method for testing. We expect this number will continue to increase since the results are instant, the test is easy to use, and above all, it is convenient.



Benefits to the Board include immediate access to candidate scores resulting in faster renewal and certification processing and readily available statistics on the time it takes to complete the exam on-line and the performance of test items. Early survey returns validate the success of this effort. Complete survey results will be available later this year after the completion of the current testing cycle in July 1999.

At CPS, we are pleased with our first effort in this new test delivery medium and see the vast potential, as web technology becomes more and more commonplace. For more information on this effort please e-mail floridacpa@cps.ca.gov or call Janet Fulp, Project Manager, at 916-263-3600.

Look For CPS at the following Conferences

- NASPE – Columbus 8/14 - 8/18
- IAFC – Kansas City 8/28 - 8/31
- CLEAR – Portland 9/1 - 9/4
- HAPCOA – Los Angeles 9/21- 9/24

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CPS Provides Examining Program Audit for CLSB

CPS was asked to provide a comprehensive audit of the Examination Licensing Program and the test development practices of the Testing and Administrative Support Unit of the Contractors State License Board (CSLB). The CSLB licenses and regulates contractors and home improvement salespersons and schedules approximately 40,000 examinations a year in California. Individuals who are qualified to obtain a contractor's license are required to pass a written examination in their trade in addition to the law and business examination. Working closely with CSLB staff, CPS consultants reviewed the testing program and exams over a six-month period.

During the process, CPS reviewed the policy and procedure manuals, occupational analysis documentation, examination validation reports, examination study guides, examination comment forms, approximately 18,000 items in the CSLB item bank, and examination statistical printouts. CPS staff also observed training provided by the CSLB staff on item writing and test validation.

The audit process produced a well-documented plan for examination development and revision and an endorsement of the current examination related activities of the CSLB, which CPS found to be performed in a very professional manner.

If your agency is interested in a similar audit of your existing examination development processes, please contact Bruce Davis, Ph.D. of CPS at 916-263-3600.



CPS introduces ERGOMETRICS

CPS is pleased to offer additional testing products to our clients from ERGOMETRICS™. ERGOMETRICS has designed some of the most comprehensive video testing programs in the nation. Each test is easy to administer, quick to score, and goes far beyond a simple aptitude test. The tests are extensively and professionally validated and provide a very high degree of realism. Candidates feel like they are on the job, and more importantly, employers can observe many of the same behaviors by candidates that would take weeks or months to discover in on-the-job performance. ERGOMETRICS' job simulation tests minimize adverse impact on protected groups and focus only on those skills required to do a good job.

We are currently offering the following video tests:

COVT: Corrections Officer Video Test

Diplomat: Public Sector Customer Service and Phone Skills Test

Frontline: Video Testing System for Law Enforcement

E-COMM: Emergency Communication Personnel Video Testing System

And soon to be released, START: Transit Personnel Video Testing and Training System

For information on video testing, please contact the CPS Test Rental group at 916-263-3600.

WANTED

Help Wanted - CPS Seeks Enthusiastic and Experienced Consultants

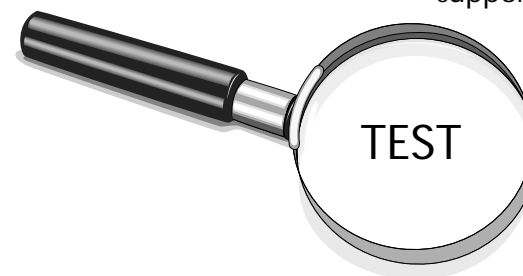
Due to a high-volume of ongoing project work, CPS is looking to increase our pool of intermittent and subcontract consultants who have expertise in a field of human resources and have experience in providing HR management services to public agencies. Recent project work has included organizational policy development, class and pay studies, performance management systems development, executive pay incentive programs, and other onsite personnel work within client agencies.

CPS provides a full range of services to over 1,500 clients across the U.S. and Canada. If you are interested in exciting project work, contact Susan Helland or Dave Tirapelle at 916- 263-3600.

Clients Can Assist in CPS Validation Evidence Collection Project

The American Education Research Association (AERA), American Psychological Association (APA), and the National Council on Measurement in Education (NCME) are working together to revise professional standards for testing and evaluation. In anticipation of the new joint committee standards scheduled for release in the year 2000, CPS has increased its effort in collecting additional validation evidence to support the testing products.

CPS is seeking multiple agencies that currently use CPS rental tests to participate in



ongoing criterion validation studies in accordance with the new standards and to further augment existing validation evidence. Initially, the main areas of focus are police, fire, and clerical classifications. If your agency is interested in participating in this project please contact Bruce Davis, Ph.D. at 916-263-3600.

Y2K

Year 2000 Readiness

The millennium is nearly upon us and the impact on automated systems has been highly publicized. Cooperative Personnel Services has been committed to updating and certifying our systems for year 2000 (Y2K) compliance since the middle of 1997. We have been diligently identifying all systems that could be affected by the problem and have endeavored to replace, update, or eliminate the vulnerable systems.

All of Cooperative Personnel Services' critical internal computer systems are currently compliant. A small number of less critical systems are still in the process of being updated and will be compliant by July 30, 1999.

Cooperative Personnel Services is in the unique position of recently completing a comprehensive office automation upgrade project. Within the last two years, Cooperative Personnel Services has replaced *all* desktop workstations, servers, network hardware, and a large percentage of application software with Y2K compliant products. We have also just completed the upgrade of our accounting system to a Y2K compliant product.

Cooperative Personnel Services is a knowledge-based company, our use of externally acquired raw materials is minimal. Consequently, external supply interruption is not as critical as for companies that rely heavily on external suppliers. We are in the process of identifying other less critical external vendors, and will be requesting their Y2K plans. If they cannot offer

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